

**INFORMATIONAL LETTER NO. 1989-MC-FFS**

**DATE:** February 28, 2019

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Iowa Total Care Provider Credentialing

**EFFECTIVE:** Immediately

**\*\*\*\*This letter replaces Informational Letter 1984-MC-FFS\*\*\*\***

DHS is pleased to announce Iowa Total Care as a new Managed Care Organization (MCO) choice. Iowa Total Care will join Amerigroup and UnitedHealthcare in providing medical benefits for IA Health Link members on July 1, 2019, and Hawki members at a later date. Members will be notified by mail when they are able to select Iowa Total Care as their MCO.

All providers wishing to contract with Iowa Total Care must first be enrolled with the IME, and may contact Iowa Total Care directly for assistance with the contracting and credentialing process. Please use the information below to begin discussions with Iowa Total Care.

Iowa Total Care will provide medical benefits only. Dentists do not need to contract with them.

**Iowa Total Care Provider Contracting**

- Complete the [Urgent Request to Contract for Services Form](#)<sup>1</sup> and return with a copy of your signed and dated W9 to [NetworkManagement@IowaTotalCare.com](mailto:NetworkManagement@IowaTotalCare.com) or fax 1-844-536-2997.
- Call Iowa Total Care Provider Network Management at 1-855-688-6589

If you have additional questions regarding Iowa Total Care, please contact Iowa Total Care Provider Services starting March 1 at 1-833-404-1061, or by email at [IowaTotalCareInformation@centene.com](mailto:IowaTotalCareInformation@centene.com).

For questions about your Iowa Medicaid enrollment status, please contact the IME Provider Enrollment Unit at 1-800-338- 7909, Monday- Friday, from 8:00 a.m. to 5:00 p.m., or by email at [IMEProviderEnrollment@dhs.state.ia.us](mailto:IMEProviderEnrollment@dhs.state.ia.us).

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<sup>1</sup> <https://www.iowatotalcare.com/content/dam/centene/iowa-total-care/PDF/ITC%20URGENT%20REQUEST%20TO%20CONTRACT%20FOR%20SERVICES%2009.14.2018.pdf>